

Exhibit 16.1-4a – Non Applications Services Labor Categories

1. Infrastructure System Administrator

Description: The Infrastructure Systems Administrator's role is to: (1) deliver support to internal customers through the execution of various Infrastructure Projects while efficiently and effectively fulfilling County of San Diego business objectives; and (2) troubleshoot and maintain systems, LAN/WANs, desktops and desktop software, local servers deployed as part of the Infrastructure Project; and (3) design, deliver, and improvement of Help Desk automation routines in support of the Infrastructure Project; and (4) provide security administration services as defined within the Project. To that end, the positions responsibilities include, without limitation:

- Use technical and analytical expertise combined with work experience to identify and resolve problems in timely fashion,
- Maintaining the Infrastructure Project documentation in the Program CM repository,
- Responsible for day-to-day administration, cross-training of other administrators, and definition of all new operational processes required to support Infrastructure projects.
- May perform clerical work associated with assigned activities.
- May perform other tasks to support the infrastructure or the business as directed to by the project manager.

Experience: Minimum of four (4) years of work experience in the IT field supporting multiple technologies with an emphasis on Customer Support. Bachelor's degree preferred.

2. Infrastructure Engineer

Description: The Infrastructure Engineer is a technical contributor in infrastructure projects. With minimal supervision, the Infrastructure Engineer will provide technical leadership in developing complex platform solutions for client and/or host platform services and will be developing end-to-end services by utilizing and integrating industry standards, leveraged solutions and products. Capable of working within operating systems, client and/or hosting hardware, back office applications, web and application services, network protocols, databases, connectivity services, storage, backup and recovery, and systems management concepts and techniques

This role is responsible for translating business/project requirements into an IT infrastructure solution, design infrastructure based on conceptual and logical architecture, establish and configuration manages a series of detailed infrastructure and implementation artifacts. Primary Duties would include but not be limited to:

- Work with the client and the IT Architect to ensure proper translation of business/project requirements to IT infrastructure solution

- Design infrastructure based on conceptual and logical architecture
- Work with various stakeholders to identify and define Infrastructure changes required to support the project. Establish environment baselines to support the requirements for Production, future releases, and integration into client infrastructure. Modifications could include HW & COTS SW additions or technology refreshes, COTS upgrade and associated application changes.
- Document requirements as Engineering Artifacts: environment drawings, network configurations, logical and physical operational models, HW/SW mappings, COTS configuration specifications, operational support artifacts
- Ensure on-time delivery to the users by identifying and resolving infrastructure design dependencies

Experience: Bachelor's degree in Computer Science or equivalent as well as a minimum 6 years experience in the LAN/WAN support environment, Cisco Certifications, CCNA, CCNE are preferred

3. Infrastructure Project Manager

Description: Experience in full project management life cycle working on the development of Infrastructure Projects from budget inception, through development, implementation, delivery, and transition to maintenance. Management of Infrastructure projects as defined by defined project deliverables within the client approved Project Plan. Serve as a technical liaison between application development project management, technical leads, client contacts, network engineering, network architects, other project teams, and resource managers. As a team member will function as part of the Infrastructure PMO supporting continuous process improvement in the Infrastructure PMO. Must be familiar in areas of the PMBOK, PMI recommended project life cycle. Partners with various program departments to develop detailed requirements. Strong documentation skills including experience writing proposals and statements of work; Partners with Client Support to help develop cost build ups for resource units; Partners with Business Management on pricing; and Contracts to develop contract elements. Must be customer oriented, driven, and have the ability to work independently. Should have demonstrable, successful Infrastructure project management experience successfully delivering fixed price contracts.

Experience: BS degree in Information Technology, Information Science, Computer Engineering or Project Management. Minimum 6 years experience managing a multi-project portfolio of medium to large projects in excess of \$2m or over multiple fiscal years. Must be PMI certified with active PMP.

4. Infrastructure Senior Architect

Description: The Infrastructure Architect's overall goal would be to streamline and improve on how the County address's all applications development and infrastructure projects by developing formal requirements gathering processes that ensure there is a detailed understanding of any medium to large projects prior to committing to either cost or schedule. Some examples exist below.

- Collaborate with all appropriate IS/IT teams and the County customer to understand project scope and technical requirements in order to to drive the infrastructure design associated with various initiatives. Key deliverables include documentation of:
 - Non-functional requirements
 - Infrastructure Design
 - Work effort required (work packages)
 - Hardware, software, and services costs
- Other responsibilities would include;
 - Review new technologies which will reduce overall costs, create efficiencies or provide significant value
 - Look for cross platform tool consolidation opportunities
 - Investigate server consolidation/rationalization opportunities
 - Develop an IT technology roadmap and gain buy in from the IT and IS communities
 - Develop an End Of Life upgrade and replacement strategy
 - Work collaboratively with all IT areas to identify, document and socialize IT standards
 - Look for automation opportunities
 - Approve any new IT standards
 - Review solutions with the Architecture Review Board

The Architect will be responsible for representing all technology disciplines within IT, partnering with the appropriate IT areas as needed to involve subject matter experts where appropriate.

They are also responsible for reviewing opportunities within IT, process or technology related, that would provide significant value to the organization and the customers we serve.

Experience: Bachelor's degree in Computer Science or equivalent as well as a minimum of 8 years of experience in the analysis, design, implementation, and support of large complex networks; Expert-level background working with Exchange 2007, Exchange 2003, Windows 2003, and Microsoft Active Directory; Must have experience

in the Enterprise multi-node LAN/WAN support environments, Cisco Certifications, and Microsoft Certifications, are preferred

5. Infrastructure Security Analyst

Description: Technical service and support position, the Analyst provide and maintain and support authority wide LAN/WAN software on a 24/7 basis; collaborate with other Technical Support personnel to provide 24/7 coverage as well; as provide & maintain all security policies applied towards identified WAN routers, switches, firewalls, and proxy servers as required.

Other responsibilities include:

- Supporting communication links between facilities as well as supporting communication links between Bridges and Tunnels, other agencies, and the Internet;
- interconnect routers, hubs, servers, and desktop systems in a fast paced and diverse hardware and software environment
- Define & manage projects to meet project schedules.
- The ability to provide immediate assistance and service to all Techs and users is necessary;
- Respond to crises and still complete scheduled assignments. While responding, identifying, and resolving short-term issues;
- develop and implement a long-term proactive support system by providing guidance and assisting the County's staff; and
- Make decisions and determining which issues should be escalated. The Analyst must keep management and co-workers informed of the status of important issues.

Experience in trouble shooting switches, routers, frame-relay ATM and wireless; Experience in security event monitoring and intrusion detection/prevention (e-security); Strong demonstrated knowledge of TCP/IP protocol; Experience with network vulnerability assessment tools a plus; Experience in policy and procedure development Proficient in communication protocols, data and network security; In depth knowledge of system integration, client/server architecture, distributed processing, connectivity solutions; Excellent system analysis techniques and analytical skills required; Working knowledge of networking operating systems.

Experience: A minimum of 8 years of experience in the analysis, design, implementation, computer systems development, data telecommunications, database administration, or planning of data processing specifically related to data security and security policy enforcement. Microsoft Security certification (MCSA), Cisco CCNA Security, or CCIE Security desirable. Bachelor's Degree desirable.

6. District Attorney (DA) Infrastructure Engineer

Description & Experience:

Contractor will provide the DA Infrastructure Engineering Services for two types of engineering services: Network Engineering services and Server Engineering services.

Network Engineering Services:

Duties and functions of the Network Engineer may include but are not limited to the following:

- Configuration and support of Cisco Switches
- Configuration and support of Cisco Firewalls and related components
- Configuration and support of other Cisco related products
- Monitoring network availability, capacity, and performance
- Management and maintenance of network device configurations and changes
- Troubleshooting and resolution of network issues by working with users and technical staff from the DA's Office, County of San Diego, San Diego Sheriff's, ARJIS, and AT&T.

Server Engineering Services:

Duties and functions of the Server Engineer may include but are not limited to the following:

- Configure and support Dell and HP Servers.
- Configure and support Dell and HP Storage devices.
- Configure and support Microsoft Active Directory
- Configure and support Fibrechannel and iSCSI SAN's.
- Monitor availability, capacity, and performance using Solarwinds Orion Network Performance Monitor, along with Dell and HP Server management tools.
- Manage and maintain server configurations and changes.
- Troubleshoot and resolve server issues by working with users and technical staff.
- Provide support to the helpdesk and desktop support staff for custom application, Microsoft Office, and Windows XP related issues.

END OF SCHEDULE